

Collaborative Care for Pain: Improving Chronic Pain Care in the Workers' Compensation Setting

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AMDG Conference: Evidence-Based Primary Pain Care

Panel: Pain Care Innovations in Health Care Systems

June 12, 2015

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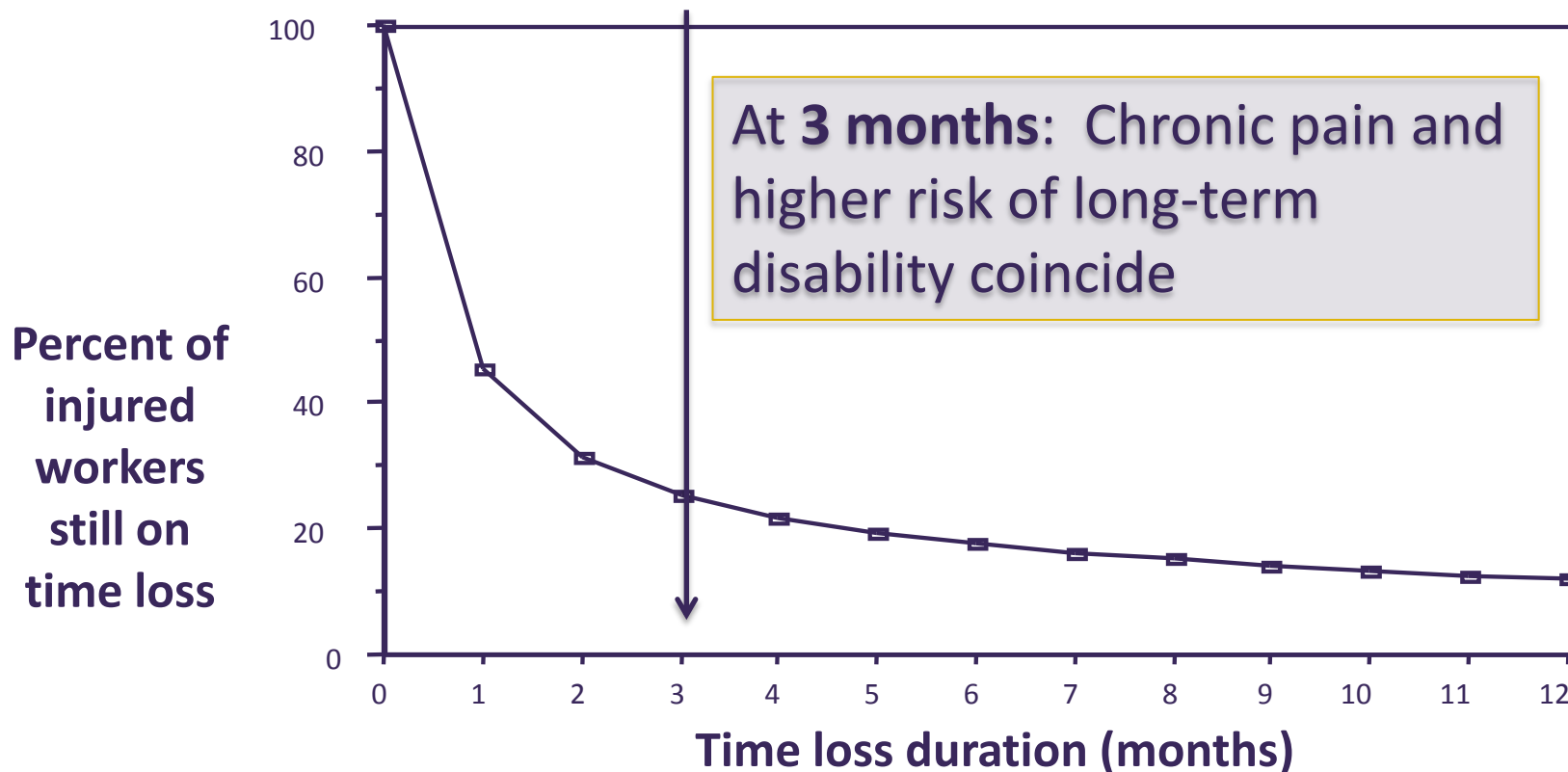
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Funding: WA Dept of Labor and Industries (PI: Franklin)

Disability Prevention is Critical



Long-Term Goals

- Prevent transition from acute/subacute to chronic pain
- Reduce the impact of chronic pain on work disability
 - Promote early and sustained RTW
 - Improve function at work & reduce re-injury
 - Prevent long-term disability
- Promote high-quality evidence-based health care
- Improve coordination and integration of care

How can L&I best provide resources to attending providers (APs) who are treating injured workers who have chronic pain and potential for long-term disability?

Mission-Critical Components

1. High-risk injured workers identified systematically and early
2. Care coordinator with identified lead responsibility at all times
3. Accessible stepped-care options with clear eligibility criteria
4. Provider/employer communication and RTW-focused activities integrated with traditional health care delivery
5. Best practices and incentives align with desired outcomes
6. Health care providers supported with accessible resources
7. Quality improvement processes to
 - Identify and pilot best practices and incentive structures
 - Assess provider and patient experience and satisfaction
8. Adequate information systems and decision support

Intervention Timeline

Injury occurs: 0-6 weeks Acute Pain

Report of accident \leq 2 days
Employer-provider communication
Activity prescription form
Assess risk factors for long-term disability

~ 6-12 weeks Subacute Pain

Activity coaching (PGAP)
Graded exercise (PT)

~ 12 weeks Chronic Pain

Multidisciplinary pain clinic (SIMP)
Collaborative care for chronic pain

What is Collaborative Care?

- Active care management for an eligible patient panel via integrating physical and mental health care
- Regular structured brief interventions (weekly)
- Use of patient-centered communication techniques to promote engagement
- Regular assessment: functional and psychosocial status, pain, depression, anxiety, insomnia, meds
- Regular clinical expert review & tx recommendations
- Regular documentation of clinical status & outcomes₇

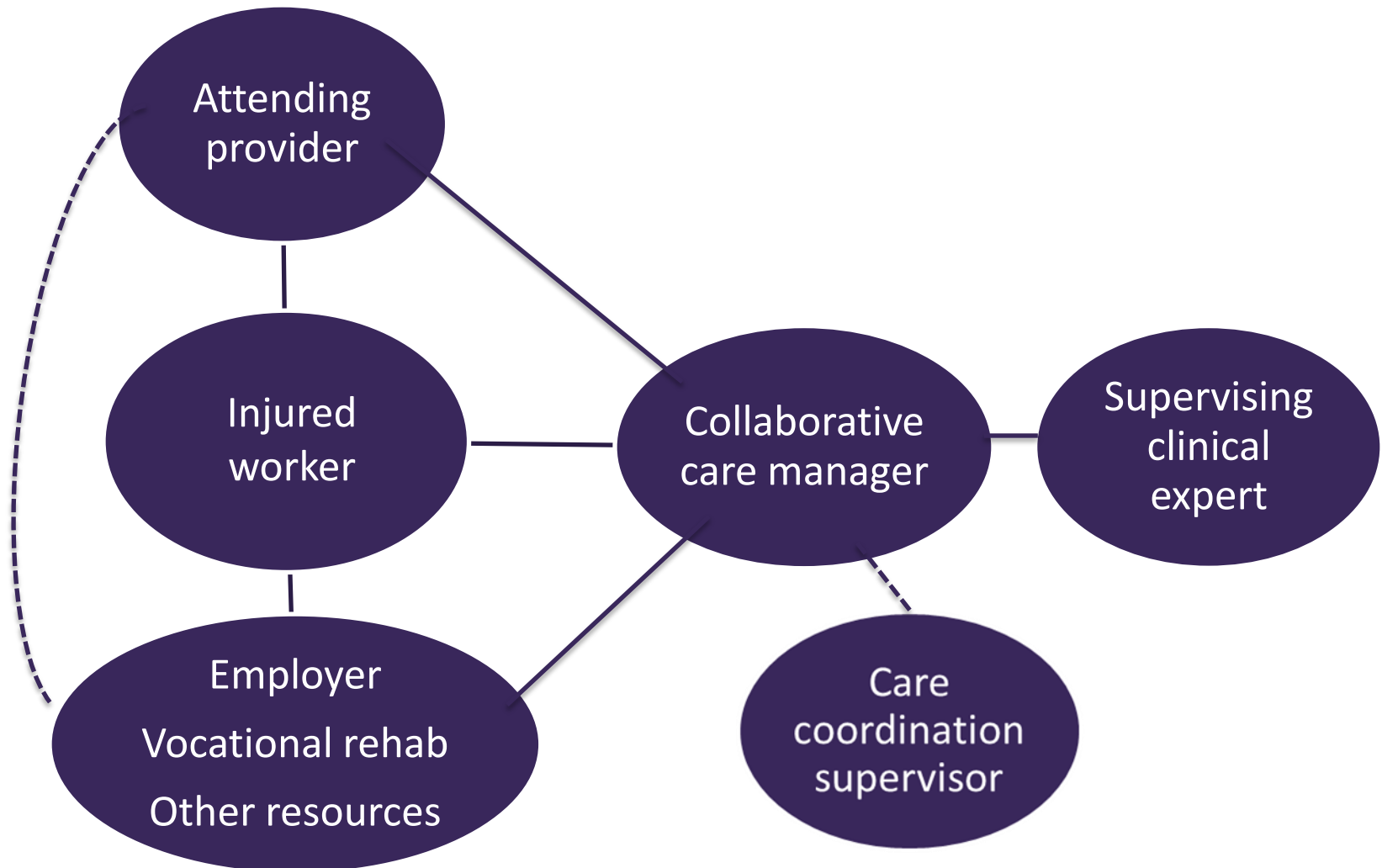
Collaborative Care Manager

- Engage and support injured worker in treatment
- Provide direct patient-centered services
- Communicate clinical expert recommendations to AP
- Support medication management by AP
- Track referrals, treatment, and clinical improvement
- Facilitate changes in treatment if no improvement
- Coordination with health care & RTW team:
 - AP and other health care providers or specialists
 - COHE health services coordinator
 - PGAP coach, vocational rehab counselor, claims manager

How to Adapt for Injured Workers

- No existing WC-based collaborative care model for chronic pain and/or behavioral health
- RTW is not a standard collaborative care outcome
- Many facets of existing collaborative care models can be adopted/adapted for this new model
- Broader impact than symptom treatment, affects long-term functioning within a community
- Could enable effective health care delivery for injured workers with chronic pain and/or behavioral health issues that interfere with successful RTW

Collaborative Care Team



Thank you!